

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	8	((instruct\$3 or interrupt\$3 or direct\$3 or alert\$3 or tell\$3 or inform\$3 or ask\$3 or signal\$3 or indicat\$3) near5 (agent adj (task or assignment or job))) and call adj center	US-PGPUB; USPAT, USOCR	OR	OFF	2008/03/29 22:37
L2	5	709/203,206,217,223,224;379/265,265.01,265.07,265.09,265.11,265.12,265.13.ccls. and ((instruct\$3 or interrupt\$3 or direct\$3 or alert\$3 or tell\$3 or inform\$3 or ask\$3 or signal\$3 or indicat\$3) near5 (agent adj (task or assignment or job))) and call adj center	US-PGPUB; USPAT	OR	OFF	2008/03/29 22:39
L3	0	709/203,206,217,223,224;379/265,265.01,265.07,265.09,265.11,265.12,265.13.ccls. and ((abandon\$3 or dump\$3 or drop\$4 or quit\$4 or leav\$3 or switch\$3 or change or cancel or suspend\$3 or relinquish\$3) near5 (agent\$1 adj task\$1)) and (call adj center)	US-PGPUB; USPAT	OR	OFF	2008/03/29 22:45
L4	0	((abandon\$3 or dump\$3 or drop\$4 or quit\$4 or leav\$3 or switch\$3 or change or cancel or suspend\$3 or relinquish\$3) near5 (agent\$1 adj task\$1)) and (call adj center)	US-PGPUB; USPAT	OR	OFF	2008/03/29 22:45
L5	3	((abandon\$3 or dump\$3 or drop\$4 or quit\$4 or leav\$3 or switch\$3 or change or cancel or suspend\$3 or relinquish\$3) near5 (agent\$1 adj (assignment\$1 or job or task\$1))) and (call adj center)	US-PGPUB; USPAT	OR	OFF	2008/03/29 22:46
S1	70	(agent\$1 or operator\$1) same (receiv\$3 near2 (status adj message\$1))	US-PGPUB; USPAT	OR	OFF	2004/08/14 14:12
S2	0	(agent\$1 or operator\$1) same (receiv\$3 near2 (status adj message\$1)) same ((accept or decline) adj task)	US-PGPUB; USPAT	OR	OFF	2004/08/14 14:07
S3	1158161	(agent\$1 or operator\$1) same (receiv\$3 near2 (status adj message\$1)) same system adj over load\$3	US-PGPUB; USPAT	OR	OFF	2004/08/14 14:13
S4	3	(agent\$1 or operator\$1) same (receiv\$3 near2 (status adj message\$1)) same (system adj over load\$3)	US-PGPUB; USPAT	OR	OFF	2004/08/14 14:13
S5	14	("4737983"   "RE34529"   "5291550"   "5335268"   "5452350"   "5530744"   "5553133"   "5570419"   "5799077"   "5802161"   "5815566"   "5878130"   "5926528"   "6327364").PN.	USPAT	OR	OFF	2004/08/14 14:15
S6	1095	system adj overload\$3	US-PGPUB; USPAT	OR	OFF	2006/12/06 14:20
S7	6	S6 same agent	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:21
S8	9913	((accept\$3 or agree\$3 or admit\$4 or acknowledg\$3 or allow\$3 or receiv\$3) near2 (task or job or assignment))	US-PGPUB; USPAT	OR	OFF	2006/12/04 13:37
S9	211	S8 same agent	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:26
S10	0	S6 and S9	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:26
S11	0	S6 same S9	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:26
S12	0	S9 same ((queue or buffer) adj full)	US-PGPUB; USPAT	OR	OFF	2005/03/31 12:02
S13	1	S9 and ((queue or buffer) adj full)	US-PGPUB; USPAT	OR	OFF	2005/03/31 12:02
S14	13	S8 same ((queue or buffer) adj full)	US-PGPUB; USPAT	OR	OFF	2005/03/31 12:05

S15	5	("4937784"   "5519696"   "5655120"   "5761507"   "5956714").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 12:04
S16	67	agent\$1 same ((workflow or task or job) adj assign\$4)	US-PGPUB; USPAT	OR	OFF	2005/03/31 12:10
S17	177	(agent\$1 same (status adj message\$1))	US-PGPUB; USPAT	OR	OFF	2005/03/31 12:11
S18	0	S17 same ((queue or buffer) adj (full or overload\$3))	US-PGPUB; USPAT	OR	OFF	2005/03/31 12:12
S19	4811	(queue or buffer) adj (full or overload\$3)	USPAT	OR	OFF	2005/03/31 12:23
S20	26	S19 same agent	USPAT	OR	OFF	2005/03/31 12:26
S21	94	agent\$1 same (status adj message\$1)	USPAT	OR	OFF	2005/03/31 12:33
S22	11	("4510351"   "5386464"   "5450480"   "5511116"   "5592542"   "5696811"   "5793861"   "5946386"   "6263066"   "6356633"   "6449356").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 12:31
S23	0	"available if needed"	USPAT	OR	OFF	2005/03/31 12:34
S24	15	agent\$3 near5 (available adj1 need\$2)	USPAT	OR	OFF	2005/03/31 16:26
S25	1	"6747970".pn.	USPAT	OR	OFF	2005/03/31 14:49
S26	502	(task adj (queue\$3 or dequeue\$3))	USPAT	OR	OFF	2005/03/31 14:50
S27	15	S26 same agent\$1	USPAT	OR	OFF	2005/03/31 14:50
S28	7	("5333266"   "5530740"   "5721770"   "5764898"   "5793861"   "5796791"   "5872841").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 15:34
S29	3	agent same (available) same ((system or buffer or queue) adj overload\$3)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 15:37
S30	1533	(accept\$3 or agree\$3) near2 (task or job or assignment)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 15:38
S31	1391	((system or buffer or queue) adj overload\$3)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 15:37
S32	0	S30 same S31	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 15:38
S33	1	S30 and S31	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 15:52
S34	15	agent near2 (accept\$3 or agree\$3) near2 (task or job or assignment)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 15:39
S35	6210	agent\$1 adj availab\$6	USPAT	OR	OFF	2005/03/31 15:47
S36	8	S35 same status adj message\$1	USPAT	OR	OFF	2005/03/31 15:48

S37	126898	agent same (available or unavailable or (available adj if adj need\$2))	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 15:53
S38	838	agent same (available or unavailable or (available adj if adj need\$2)).ab.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 15:54
S39	0	agent same (available adj if adj need\$2)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 15:54
S40	0	agent near3 (available adj if adj need\$2)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 15:54
S41	0	(available adj if adj need\$2)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 15:54
S42	0	(available adj if adj needed)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 15:54
S43	6704	(available near2 needed)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 15:55
S44	144	S43 same agent	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 16:09
S45	109	S43 same agent	US-PGPUB; USPAT	OR	OFF	2005/03/31 16:09
S46	16557	agent\$3 near2 (availabl\$5)	USPAT	OR	OFF	2005/03/31 18:05
S47	45	"46" same workflow	USPAT	OR	OFF	2005/03/31 18:09
S48	276	task adj assignment\$1	USPAT	OR	OFF	2005/03/31 18:09
S49	4	S48 same agent\$1	USPAT	OR	OFF	2005/03/31 18:10
S50	242	agent adj status	USPAT	OR	OFF	2005/03/31 18:11
S51	2	S50 and (buffer or queue or system) adj1 overload\$3	USPAT	OR	OFF	2005/03/31 18:16
S52	38	volume adj task\$1	US-PGPUB; USPAT	OR	OFF	2005/03/31 18:17
S53	83624	exceed\$3 near2 threshold	US-PGPUB; USPAT	OR	OFF	2005/03/31 18:17
S54	0	S53 same task adj assignment\$1	US-PGPUB; USPAT	OR	OFF	2005/03/31 18:18
S55	0	((task adj assignment\$1) near5 (exceed\$3 adj1 threshold))	US-PGPUB; USPAT	OR	OFF	2005/03/31 18:18
S56	0	((task adj assignment\$1) near10 (exceed\$3 adj1 threshold))	US-PGPUB; USPAT	OR	OFF	2005/03/31 18:18
S57	8	((task adj assignment\$1) and (exceed\$3 adj1 threshold))	US-PGPUB; USPAT	OR	OFF	2005/03/31 18:19
S58	6	blend\$3 adj database	US-PGPUB; USPAT	OR	OFF	2005/03/31 18:20

S59	73	high near3 (call adj volume)	US-PGPUB; USPAT	OR	OFF	2005/03/31 18:26
S60	16	re?assign\$3 adj task\$1	US-PGPUB; USPAT	OR	OFF	2005/03/31 18:27
S61	25495	S59 sam S60	US-PGPUB; USPAT	OR	OFF	2005/03/31 18:27
S62	0	S59 same S60	US-PGPUB; USPAT	OR	OFF	2005/03/31 18:27
S63	0	receiv\$3 near2 (agent adj status adj message)	USPAT	OR	OFF	2005/03/31 19:03
S64	0	receiv\$3 same (agent adj status adj message)	USPAT	OR	OFF	2005/03/31 19:03
S65	0	receiv\$3 near5(agent adj status adj message)	USPAT	OR	OFF	2005/03/31 19:03
S66	4	(agent adj status adj message)	USPAT	OR	OFF	2005/03/31 19:03
S67	0	multi?task\$3 same (agent adj status)	USPAT	OR	OFF	2005/09/29 08:57
S68	29	multi?task\$3 same (agent)	USPAT	OR	OFF	2005/09/29 09:01
S69	0	(agent adj availabl\$4) same (multi?task\$3)	USPAT	OR	OFF	2005/09/29 09:02
S70	15	(agent adj availabl\$4) and (multi?task\$3)	USPAT	OR	OFF	2005/09/29 12:01
S71	18	(agent adj (status or availabl\$4)) and (multi?task\$3)	USPAT	OR	OFF	2005/09/29 10:06
S72	0	(agent adj (status or availabl\$4)) same (multi?task\$3)	USPAT	OR	OFF	2005/09/29 09:06
S73	1	"6336575".pn.	USPAT	OR	OFF	2005/09/29 10:06
S74	1	"6366575".pn.	USPAT	OR	OFF	2005/09/29 10:07
S75	0	"6366575".pn. and multi	USPAT	OR	OFF	2005/09/29 10:07
S76	0	"6366575".pn. and multi?task	USPAT	OR	OFF	2005/09/29 10:07
S77	10	709/203,206,217,223,224,379/265,265.01,265.07,265.09,265.11,265.12,265.13.ccls. and(agent adj availabl\$4) and (multi?task\$3)	US-PGPUB; USPAT	OR	OFF	2005/09/29 12:02
S78	9817	(reassign\$3 or switch\$3 or chang\$3) near3 task\$1	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:01
S79	1213	system adj overload\$3	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:07
S80	0	S78 same S79	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:02

S81	33	S78 and S79	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:02
S82	0	S79 same call adj system	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:07
S83	0	S79 same call adj center	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:08
S84	263	(queue adj overloaded) or (call near3 volume near3 high)	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:08
S85	0	S84 and web near call adj center	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:09
S86	41	web near call adj center	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:09
S87	8	("6389132").URPN.	USPAT	OR	OFF	2006/03/03 12:11
S88	24	("4510351"   "5111391"   "5185780"   "5195172"   "5289368"   "5325292"   "5369570"   "5477447"   "5481667"   "5659768"   "5917485"   "6021403"   "6021428"   "6044355"   "6081592"   "6130942"   "6134530"   "6389132"   "6449646"   "6581105"   "6661889"   "6665395"   "6744877"   "6771764").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/03/03 12:19
S89	12	(mov\$3 adj1 agent\$1) same task\$1	US-PGPUB; USPAT	OR	OFF	2006/08/14 19:13
S90	62	("5903641").URPN.	USPAT	OR	OFF	2006/08/14 19:18
S91	6	("6173052").URPN.	USPAT	OR	OFF	2006/08/14 19:22
S92	11026	(reassign\$3 or switch\$3 or chang\$3) near3 task\$1	US-PGPUB; USPAT	OR	OFF	2006/12/04 13:32
S93	13	(reassign\$3 or switch\$3 or chang\$3) near3 (agent adj task\$1)	US-PGPUB; USPAT	OR	OFF	2006/12/04 13:35
S94	301	(agent adj task\$1)	US-PGPUB; USPAT	OR	OFF	2006/12/04 13:35
S95	25	(reassign\$3 or switch\$3 or chang\$3) same (agent adj task\$1)	US-PGPUB; USPAT	OR	OFF	2006/12/04 13:35
S96	381	((accept\$3 or agree\$3 or admit\$4 or acknowledg\$3 or alow\$3 or receiv\$3) near2 (task or job or assignment)) same agent\$1	US-PGPUB; USPAT	OR	OFF	2006/12/04 13:37
S97	14	709/203,206,217,223,224,379/265,265.01,265.07,265.09,265.11,265.12,265.13.ccls. and (reassign\$3 adj task \$1)	US-PGPUB; USPAT	OR	OFF	2006/12/06 11:00
S98	0	(reassign\$3 adj task\$1) same (exceed\$3 near1 threshold)	US-PGPUB; USPAT	OR	OFF	2006/12/06 11:00
S99	5	(reassign\$3 adj task\$1) and (exceed\$3 near1 threshold)	US-PGPUB; USPAT	OR	OFF	2006/12/06 11:02
S100	1	"5903641".pn.	US-PGPUB; USPAT	OR	OFF	2006/12/06 11:02
S101	70	("5903641").URPN.	USPAT	OR	OFF	2006/12/06 11:07
S102	29	task adj volume	US-PGPUB; USPAT	OR	OFF	2006/12/06 13:52

S103	0	S102 same (exceed\$3 near2 threshold)	US-PGPUB; USPAT	OR	OFF	2006/12/06 11:07
S104	19527	(call or contact or communication or service) adj center	US-PGPUB; USPAT	OR	OFF	2006/12/06 13:53
S105	2280	((e or electronic) adj (note\$1 or message\$1 or mail)) or (voice adj call\$1) or (instant adj messag\$3) or (web adj interaction\$1) or task\$1 or skill\$1) near3 assignment\$1	US-PGPUB; USPAT	OR	OFF	2006/12/06 13:55
S106	21664	S104 sam3 S105	US-PGPUB; USPAT	OR	OFF	2006/12/06 13:55
S107	48	S104 same S105	US-PGPUB; USPAT	OR	OFF	2006/12/06 13:57
S108	5089	S106 and @pd<"20000627"	US-PGPUB; USPAT	OR	OFF	2006/12/06 13:56
S109	1	S107 and @pd<"20000627"	US-PGPUB; USPAT	OR	OFF	2006/12/06 13:56
S110	70	("5903641").URPN.	USPAT	OR	OFF	2006/12/06 13:57
S111	95	("4752889"   "4788682"   "4789962"   "4809272"   "4837798"   "4881261"   "4969185"   "5008930"   "5029200"   "5164981"   "5181236"   "5185782"   "5206903"   "5247569"   "5309513"   "5327490"   "5333266"   "5384771"   "5384841"   "5392329"   "5400327"   "5428608"   "5444774"   "5448626"   "5479487"   "5495523"   "5500891"   "5511117"   "5526417"   "5535270"   "5535323"   "5544232"   "5546452"   "5546455"   "5546456"   "5548636"   "5550905"   "5555297"   "5557668"   "5563805"   "5570419"   "5572581"   "5577112"   "5581664"   "5586178"   "5586179"   "5586218"   "5592543"   "5594790"   "5619508"   "5619557"   "5633923"   "5633924"   "5640577"   "5652791"   "5657383"   "5668862"   "5678002"   "5699431"   "5701399"   "5703943"   "5712902"   "5715450"   "5724406"   "5724419"   "5724420"   "5740240"   "5742675"   "5790650"   "5796791"   "5802163"   "5802526"   "5812781"   "5825869"   "5826250"   "5831665"   "5832070"   "5844982"   "5848143"   "5870464"   "5884032"   "5907547"   "5923885"   "5963635"   "5991394"   "6044146"   "6078325"   "6094673"   "6263066"   "6332154"   "6356633"   "6449356"   "6449646"   "6453038"   "D344521").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/12/06 14:05
S112	19	system adj overload\$3 and S104	US-PGPUB; USPAT	OR	OFF	2006/12/06 14:26
S113	8	balanc\$3 near3 (workflow or task\$1) near3 agent\$1	US-PGPUB; USPAT	OR	OFF	2006/12/08 06:05
S114	0	709/203,206,217,223,224,379/265,265.01,265.07,265.09,265.11,265.12,265.13.ccls. and ((call or contact or communication or service) adj center) and ((call adj volume) near3 threshold) and (balanc\$3 near3 (task\$1 or workflow))	US-PGPUB; USPAT	OR	OFF	2006/12/08 06:12
S115	22	709/203,206,217,223,224,379/265,265.01,265.07,265.09,265.11,265.12,265.13.ccls. and ((call or contact or communication or service) adj center) and (balanc\$3 near3 (task\$1 or workflow))	US-PGPUB; USPAT	OR	OFF	2006/12/08 06:21
S116	67	((call or contact or communication or service) adj center) and (balanc\$3 near3 (task\$1 or workflow))	US-PGPUB; USPAT	OR	OFF	2006/12/08 06:24
S117	225	task near3 reassign\$5	US-PGPUB; USPAT	OR	OFF	2006/12/08 06:24
S118	153	task near1 reassign\$5	US-PGPUB; USPAT	OR	OFF	2006/12/08 06:25
S119	18333	((call or contact or communication or service) adj center)	US-PGPUB; USPAT	OR	OFF	2006/12/08 06:24
S120	5	S118 and S119	US-PGPUB; USPAT	OR	OFF	2006/12/08 06:24

S121	3	(task near1 reassign\$5).ab.	US-PGPUB; USPAT	OR	OFF	2006/12/08 06:25
S122	0	(agent near1 reassign\$5).ab.	US-PGPUB; USPAT	OR	OFF	2006/12/08 06:25
S123	27	(agent near1 reassign\$5)	US-PGPUB; USPAT	OR	OFF	2006/12/08 06:25
S124	9	("5978465").URPN.	USPAT	OR	OFF	2006/12/08 06:29
S125	0	("7139389").URPN.	USPAT	OR	OFF	2006/12/08 06:29
S126	8	("6144971").URPN.	USPAT	OR	OFF	2006/12/08 06:31
S127	9	("5239460"   "5299260"   "5594791"   "5784452"   "5825869"   "5903641"   "5946375"   "6038544"   "6049779").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/12/08 06:33
S128	6	("5046088"   "5206903"   "5309513"   "5396542"   "5592542"   "5594791").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/12/08 06:35
S129	0	(task adj volume) near3 threshold	US-PGPUB; USPAT; USOCR	OR	OFF	2006/12/08 06:38
S130	29	(task adj volume)	US-PGPUB; USPAT; USOCR	OR	OFF	2006/12/08 06:40
S131	6	load adj balanc\$3 near3 (task\$1 or workflow) near3 agent\$1	US-PGPUB; USPAT; USOCR	OR	OFF	2006/12/08 06:42
S132	78	exceed\$3 near3 (task or workflow) near3 threshold	US-PGPUB; USPAT; USOCR	OR	OFF	2006/12/08 06:43
S133	5	S119 and S132	US-PGPUB; USPAT; USOCR	OR	OFF	2006/12/08 06:45
S134	0	reassign\$5 near5 (agent adj task\$1)	US-PGPUB; USPAT; USOCR	OR	OFF	2006/12/08 06:46
S135	0	reassign\$5 same (agent adj task\$1)	US-PGPUB; USPAT; USOCR	OR	OFF	2006/12/08 06:46
S136	303	(agent adj task\$1)	US-PGPUB; USPAT; USOCR	OR	OFF	2006/12/08 06:46
S137	28	S119 and S136	US-PGPUB; USPAT; USOCR	OR	OFF	2006/12/08 06:47
S138	17	("5926539").URPN.	USPAT	OR	OFF	2006/12/08 06:48
S139	7	("6493695").URPN.	USPAT	OR	OFF	2006/12/08 06:56
S140	18	("5452341"   "5479487"   "5586179"   "5623540"   "5633924"   "5675637"   "5825869"   "5828747"   "5832059"   "5867562"   "5870464"   "5903641"   "5943416"   "5963635"   "5970065"   "5974135"   "6424709"   "6493695").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/12/08 06:57
S141	1	("2003/0046142").URPN.	USPAT	OR	OFF	2006/12/08 07:03
S142	1	"6310951".pn.	US-PGPUB; USPAT	OR	OFF	2006/12/10 23:27

S143	1	"6775378".pn.	US-PGPUB; USPAT	OR	OFF	2007/05/18 15:24
S144	3	("6775378").URPN.	USPAT	OR	OFF	2007/05/18 15:24
S145	119	( "20020047859"   "20020067822"   "20020143878"   "20020145624"   "20020161896"   "3333271"   "4066847"   "4286118"   "4356348"   "4392129"   "4408100"   "4477698"   "4494229"   "4510351"   "4540855"   "4593273"   "4599493"   "4600814"   "4677663"   "4692858"   "4694483"   "4720853"   "4742537"   "4742538"   "4742539"   "4757267"   "4782463"   "4782510"   "4792968"   "4797911"   "4811240"   "4829563"   "4858120"   "4866638"   "4881261"   "4894857"   "4896345"   "4933964"   "4939771"   "4939773"   "4988209"   "5021976"   "5041992"   "5062103"   "5070525"   "5115501"   "5119072"   "5119475"   "5121477"   "5175761"   "5179657"   "5179700"   "5181236"   "5206903"   "5214688"   "5276731"   "5309505"   "5309513"   "5335269"   "5345589"   "5357254"   "5386412"   "5428827"   "5430792"   "5440616"   "5490211"   "5500891"   "5511112"   "5511117"   "5519773"   "5533109"   "5535270"   "5546456"   "5553133"   "5568544"   "5579368"   "5581602"   "5586178"   "5586179"   "5588045"   "5594781"   "5594791"   "5619557"   "5623540"   "5675637"   "5689240"   "5696818"   "5714932"   "5715307"   "5722059"   "5722064"   "5729600"   "5742233"   "5793861"   "5815565"   "5825283"   "5825869"   "5828731"   "5832059"   "5832070"   "5857014"   "5864615"   "5940494"   "5963635"   "5991394"   "6044146"   "6044355"   "6118763"   "6134530"   "6157655"   "6269153"   "6272347"   "6310951"   "6314089"   "6359892"   "6359982"   "6362838"   "RE36416").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2007/05/18 16:44
S146	119	( "20020047859"   "20020067822"   "20020143878"   "20020145624"   "20020161896"   "3333271"   "4066847"   "4286118"   "4356348"   "4392129"   "4408100"   "4477698"   "4494229"   "4510351"   "4540855"   "4593273"   "4599493"   "4600814"   "4677663"   "4692858"   "4694483"   "4720853"   "4742537"   "4742538"   "4742539"   "4757267"   "4782463"   "4782510"   "4792968"   "4797911"   "4811240"   "4829563"   "4858120"   "4866638"   "4881261"   "4894857"   "4896345"   "4933964"   "4939771"   "4939773"   "4988209"   "5021976"   "5041992"   "5062103"   "5070525"   "5115501"   "5119072"   "5119475"   "5121477"   "5175761"   "5179657"   "5179700"   "5181236"   "5206903"   "5214688"   "5276731"   "5309505"   "5309513"   "5335269"   "5345589"   "5357254"   "5386412"   "5428827"   "5430792"   "5440616"   "5490211"   "5500891"   "5511112"   "5511117"   "5519773"   "5533109"   "5535270"   "5546456"   "5553133"   "5568544"   "5579368"   "5581602"   "5586178"   "5586179"   "5588045"   "5594781"   "5594791"   "5619557"   "5623540"   "5675637"   "5689240"   "5696818"   "5714932"   "5715307"   "5722059"   "5722064"   "5729600"   "5742233"   "5793861"   "5815565"   "5825283"   "5825869"   "5828731"   "5832059"   "5832070"   "5857014"   "5864615"   "5940494"   "5963635"   "5991394"   "6044146"   "6044355"   "6118763"   "6134530"   "6157655"   "6269153"   "6272347"   "6310951"   "6314089"   "6359892"   "6359982"   "6362838"   "RE36416").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2007/05/18 16:44
S147	100	agent near3 reassign\$5	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/11/28 15:21
S148	4	S147 same task\$1	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/11/28 15:28



S149	11	task adj assignment same agent	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/11/28 15:30
S150	4910	(interrupt\$3 or disturb\$3) near3 task	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/11/28 15:31
S151	23	S150 same agent	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/11/28 15:31
S152	10	blend\$3 adj database	US-PGPUB; USPAT	OR	OFF	2008/03/19 11:24
S153	124	abandon\$3 near3 task\$1	US-PGPUB; USPAT	OR	OFF	2008/03/19 11:30
S154	7	S153 and call adj center	US-PGPUB; USPAT	OR	OFF	2008/03/19 11:30
S155	115	(system near2 condition) and call adj center	US-PGPUB; USPAT	OR	OFF	2008/03/19 11:34
S156	0	S153 and S155	US-PGPUB; USPAT	OR	OFF	2008/03/19 11:34
S157	105	blend adj agent\$1	US-PGPUB; USPAT	OR	OFF	2008/03/29 22:21
S158	1484	blend\$3 adj agent\$1	US-PGPUB; USPAT	OR	OFF	2008/03/29 22:21
S159	7	S158 same (call adj center)	US-PGPUB; USPAT	OR	OFF	2008/03/29 22:21
S160	8	("6173052").URPN.	USPAT	OR	OFF	2008/03/29 22:24
S161	22	("4289934"   "4694483"   "4785408"   "4894861"   "4942602"   "4949373"   "4972461"   "5001710"   "5008930"   "5036535"   "5097528"   "5144653"   "5168515"   "5181239"   "5210789"   "5214688"   "5247569"   "5402474"   "5467391"   "5519773"   "5884032"   "5991393").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2008/03/29 22:28

3/29/2008 10:50:41 PM

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